

Interagency Information Technologies

IT STRATEGIC PLAN 2018



IIT Mission and Values

The Mission of the Interagency Information Technologies (IIT) Division is to leverage technology to facilitate the delivery of County government services in a cost-effective, timely, high-quality, and secure manner

The Interagency Information **TECH**nologies (IIT) Division upholds the following Core Values in serving the divisions, agencies and citizens of Frederick County:

TRANSPARENCY

IIT conducts all activities with the highest levels of respect, honesty, fairness, and transparency.

EXCELLENCE

IIT strives to consistently deliver innovative solutions in a timely, secure and cost effective manner.

CITIZEN FOCUSED

IIT continuously aligns its efforts and resources to meet the needs of all county stakeholders and their business requirements.

HELPFUL

IIT builds positive and collaborative relationships with our colleagues, partners and customers.



Frederick County – Strategic Framework

Vision

BEST PLACE

Frederick County is one of the best places to live, work and raise a family in the United States as a result of exceptional schools, safe communities, a vibrant economy, and a high quality of life

HIGH QUALITY OF LIFE

Frederick County government ensures a high quality of life to our residents through our parks, libraries, senior centers, transit, and community services

GROW & PRESERVE

Frederick County can grow while preserving our historic and agricultural heritage, our cultural amenities, and our strong sense of belonging and community



Frederick County Strategic Framework

Priorities



1. **GOOD GOVERNMENT**

Frederick County will operate with an open, transparent and fiscally responsible government.

- 1.1 Ethics reform
- 1.2 Responsive and quality constituent service
- 1.3 Efficient operation and balanced budgets based on community input

2. **EDUCATION**

Frederick County will provide exceptional schools where all students achieve.

- 2.1 Funding above state mandated minimums
- 2.2 School construction based on need
- 2.3 Advance innovative school concepts
- 2.4 Accessible community libraries
- 2.5 Higher education continuum with local colleges

3. **JOBS**

Frederick County will drive economic development.

- 3.1 Business and industry cabinet
- 3.2 Downtown innovation center and business incubator
- 3.3 Promote Frederick economic opportunities
- 3.4 Support workforce development

4. **COMMUNITY NEEDS**

Frederick County will offer a high quality of life, safety and well-being.

- 4.1 Rebuild public safety infrastructure
- 4.2 Implement Livable Frederick
- 4.3 Restore human service non-profit relationships
- 4.4 Affordable housing
- 4.5 Community health and wellness
- 4.6 Family and children services
- 4.7 Parks and recreation
- 4.8 Environmental responsibility
- 4.9 Transportation network

5. **SENIORS**

Frederick County will prepare for a growing senior population.

- 5.1 Redefine aging and senior services
- 5.2 Expand nutritional programs
- 5.3 Plan for senior housing needs
- 5.4 Foster aging in place services

****Priorities with IIT Service Engagement***



IIT Strategic Assessment

2018



IIT SWOT Analysis

STRENGTHS

- Staff skill & tenure
- Stable Infrastructure
- Supportive Staff
- Training funded
- Help desk responsiveness
- Help desk effectiveness
- Staff alignment to priorities
- Customer-service mindset

WEAKNESSES

- Shadow IT
- Documented standards gap
- Aging legacy applications
- Staff shortages
- Application security scanning gap
- Disaster Recovery / Business Continuity capability

OPPORTUNITIES

- Document / workflow management
- Electronic signatures
- Stake-holder engagement
- Intranet upgrade
- Expand collaboration with other municipalities

THREATS

- Cyber threat acceleration
- IT Staff retirement
- Major Disaster
- Budget / staff reductions



Strategic Assessment

IIT Services Alignment to Priorities



Team	County Priority	Constituent Services	Efficient Operation	Jobs / Economic	Public Safety	Community Health	Family Services	Parks and Recreation	Sustainability	Transportation	Senior Services
	Service/App										
All	DR / COOP										
Enterprise Apps	Citizen Payment App (ActiveNet)										
	County Intranet (SharePoint)										
	County Website (Civic Plus)										
	DFRS Apps (Status Monitor, Emeds, Firehouse, LOSAP, Inventory)										
	Document Management (OnBase)										
	DPW Apps (Highway, Sign Inventory, Work Request, Faster, LandPort, etc.)										
	DUSWM Apps (Paradigm, Recycling, Utility Billing, etc.)										
	Family Services Apps (HAPPY, NCATrack, Skills Tutor, etc.)										
	Risk Management										
	SCADA										
	Transit Apps (Trapeze, ProjectWise, etc.)										
	Video Services Apps (FCG, Granicus, etc.)										



Strategic Assessment

IIT Services Alignment to Priorities



Team	County Priority	Constituent Services	Efficient Operation	Jobs / Economic	Public Safety	Community Health	Family Services	Parks and Recreation	Sustainability	Transportation	Senior Services
	Service/App										
Financial Apps	Financial Systems (Peoplesoft, Infor, Qwestica, Emma, etc.)										
	Human Resource (PeopleSoft / Timesheet, Infor, Pension, etc.)										
	Land Management (Hansen)										
	Treasury Systems (Munis, Recordation, etc.)										
GIS / Public Safety	911 Support (FPD, LEC, and EOC)										
	911 Systems (Intergraph)										
	Court House Apps (Judicial Dialog, etc.)										
	Emergency Mgmt Apps (Disaster LAN, Everbridge, Console Mgmt, ProQA, 911 Dataload)										
	FCSO Apps (Meters, FCSO Reports, JMS / RMS, ADC Reports, etc.)										
	FPD Apps (Alarms, Status, etc.)										
	GIS Address Administration										
	GIS Apps (Property Explorer, Work Request, Road Closures)										
	GIS Base Layer Data and Analysis										
	GIS Regional Initiatives (NextGen 911, etc.)										
	HSD Apps (Insight, Evolve, etc.)										



Strategic Assessment

IIT Services Alignment to Priorities



Team	County Priority	Constituent Services	Efficient Operation	Jobs / Economic	Public Safety	Community Health	Family Services	Parks and Recreation	Sustainability	Transportation	Senior Services
	Service/App										
InfoSec	Information Security (Antivirus, FW, SIEM, Investigations, etc.)										
	Netmotion										
NW / Voice Services	Network Infrastructure (Includes Fiber Network)										
	Switchboard										
	Video Surveillance (Ocularis)										
	Voice Infrastructure (Avaya)										
	Wireless Infrastructure										
Systems Admin	Email (Exchange 2016)										
	Remote Access (Terminal Services / VPN)										
	Virtual Data Center Infrastructure										
	Badge / Resource Access										
	Help Desk										
	Workstation Support										



Strategic Assessment Industry Trends to Leverage

Electronic Documents / Signatures / Workflow

Business Intelligence / Business Analytics

Data Center Redesign

Mobile Devices / Applications

Building Automation via Sensors

Virtual Desktop (VDI)

Drones

Internet of Things (IOT)



Strategic Assessment

IIT Services Plan



	County Priority						
Team	Service/App	Maintain	Enhance	Upgrade	Replace	Retire	Comments
All	DR / COOP						
Enterprise Apps	Citizen Payment App (ActiveNet)						
	County Intranet (SharePoint)						
	County Website (Civic Plus)						Vendor supported refresh in FY19
	DFRS Apps (Status Monitor, Emeds, Firehouse, LOSAP, Inventory)						Enhance LOSAP, Replace Firehouse
	Document Management (OnBase)						Utilize OnBase to support document retention policy
	DPW Apps (Highway, Sign Inventory, Work Request, Faster, LandPort, etc.)						
	DUSWM Apps (Paradigm, Recycling, Utility Billing, etc.)						Little IIT involvement
	Family Services Apps (HAPPY, NCATrack, Skills Tutor, etc.)						
	Risk Management						May replace with COTS product
	SCADA						Little IIT involvement
	Transit Apps (Trapeze, ProjectWise, etc.)						
	Video Services Apps (FCG, Granicus, etc.)						Little IIT involvement



Strategic Assessment

IIT Services Plan



Team	County Priority	Maintain	Enhance	Upgrade	Replace	Retire	Comments
	Service/App						
Financial Apps	Financial Systems (Peoplesoft, Infor, Qwestica, Emma, etc.)						Enhance Infor solution over time
	Human Resource (PeopleSoft / Timesheet, Infor, Pension, etc.)						Infor Stage 2 will replace PS HR and Payroll. Pension to continue on PS.
	Land Management (Hansen)						Upgrade to Hansen Version 8.11 in FY19 / FY19 plan
	Treasury Systems (Munis, Recordation, etc.)						
GIS / Public Safety	911 Support (FPD, LEC, and EOC)						
	911 Systems (Intergraph)						Will continue on Intergraph upgrade path, unless County moves to a new vendor via RFP.
	Court House Apps (Judicial Dialog, etc.)						
	Emergency Mgmt Apps (Disaster LAN, Everbridge, Console Mgmt, ProQA, 911 Dataload)						
	FCSO Apps (Meters, FCSO Reports, JMS / RMS, ADC Reports, etc.)						JMS / RMS dependent on Intergraph roadmap.
	FPD Apps (Alarms, Status, etc.)						
	GIS Address Administration						
	GIS Apps (Property Explorer, Work Request, Road Closures)						
	GIS Base Layer Data and Analysis						
	GIS Regional Initiatives (NextGen 911, etc.)						
	HSD Apps (Insight, Evolve, etc.)						



Strategic Assessment

IIT Services Plan



Team	County Priority	Maintain	Enhance	Upgrade	Replace	Retire	Comments
	Service/App						
InfoSec	Information Security (Antivirus, FW, SIEM, Investigations, etc.)						
	Netmotion						
NW / Voice Services	Network Infrastructure (Includes Fiber Network)						
	Switchboard						
	Video Surveillance (Ocularis)						
	Voice Infrastructure (Avaya)						Continue transition to VoIP phones
	Wireless Infrastructure						Upgrade via new equipment in FY18 / FY19 plan
Systems Admin	Email (Exchange 2016)						
	Remote Access (Terminal Services / VPN)						Likely replacement with VDI over Strategic timeline
	Virtual Data Center Infrastructure						
	Badge / Resource Access						
	Help Desk						Replace KACE
	Workstation Support						Implementing laptop / docking station solution, where appropriate, via Tech Refresh funding

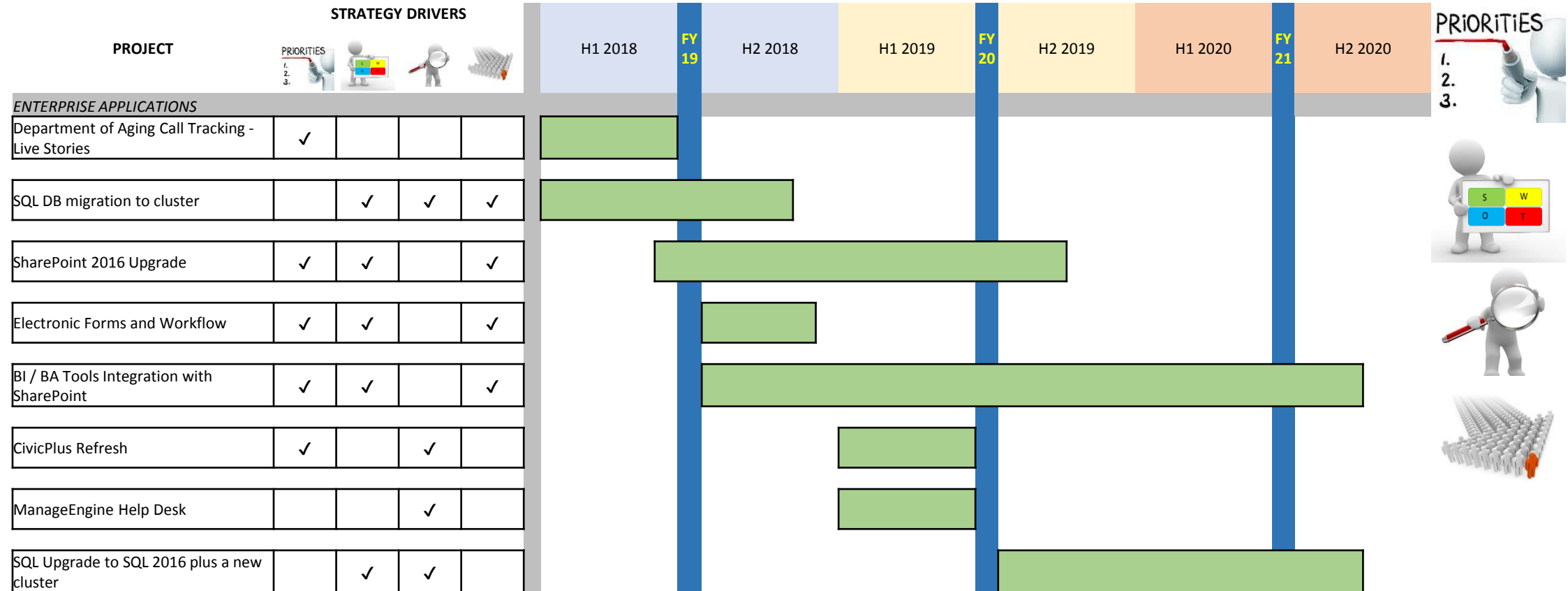


IIT Strategic Roadmap

2018-2019

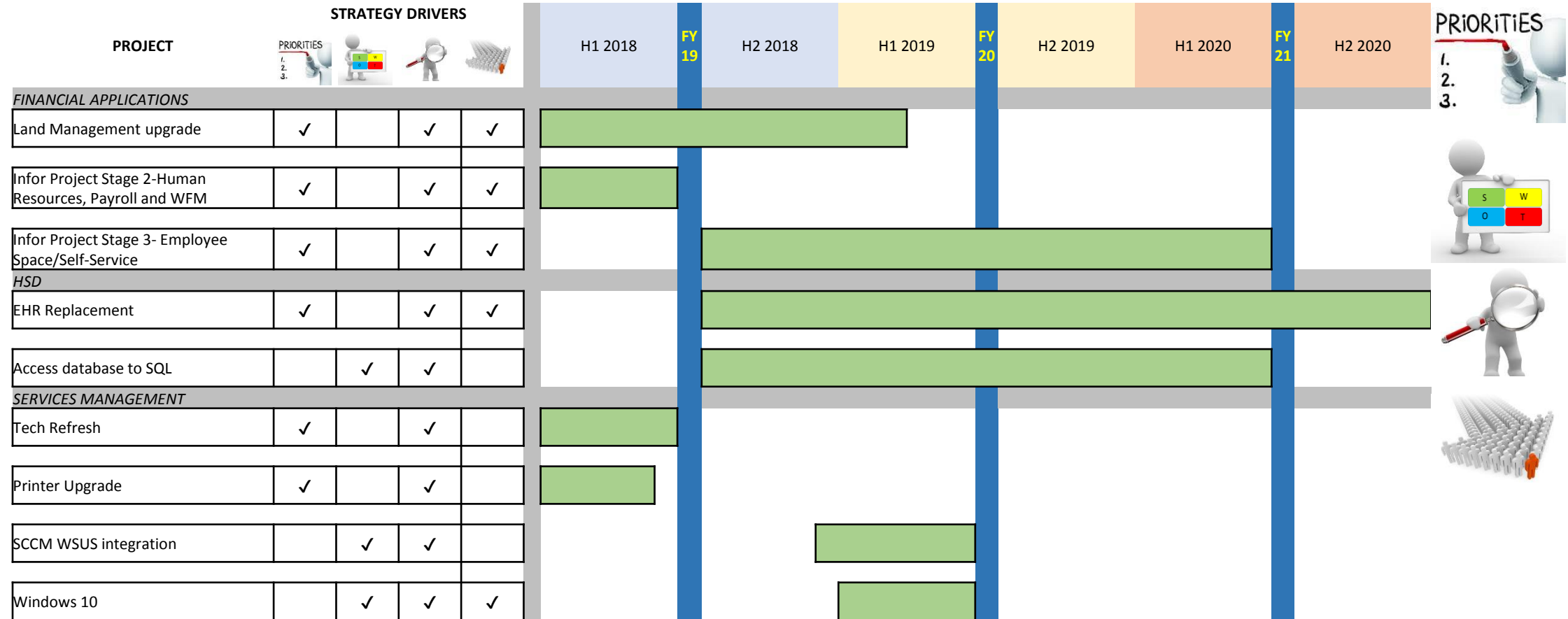


Application Services Roadmap 2018-2020









Application Services Roadmap 2018-2020








GIS / Public Safety Roadmap 2018-2020

PROJECT	STRATEGY DRIVERS				H1 2018	FY 19	H2 2018	H1 2019	FY 20	H2 2019	H1 2020	FY 21	H2 2020	PRIORITIES
														
GIS														
Update to ArcGIS portal to manage Online Service/Apps	✓		✓	✓										
Transition from ArcMap to ArcPro	✓	✓	✓	✓										
Decommission the use of ArcReader		✓	✓											
Traffic and Asset Management Monitor Sensor Integration	✓			✓										
Predictive Policing using Geocortex	✓			✓										



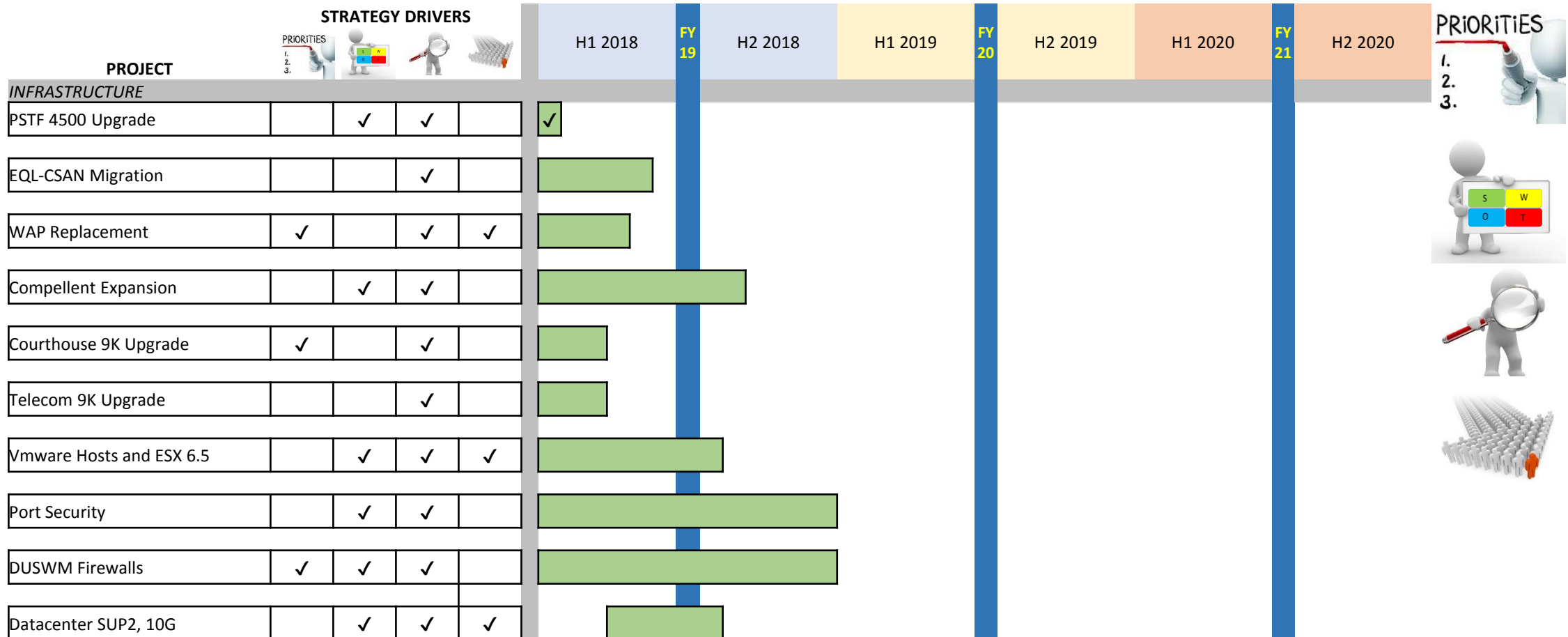
GIS / Public Safety Roadmap 2018-2020

PROJECT	STRATEGY DRIVERS				H1 2018	FY 19	H2 2018	H1 2019	FY 20	H2 2019	H1 2020	FY 21	H2 2020
	<div>PRIORITIES</div> <div><div>1.</div><div>2.</div><div>3.</div></div> <div></div>												
PUBLIC SAFETY													
Intergraph Suite Upgrade/Replace	✓		✓										
Fort Detrick CAD	✓												
Drones for Public Safety	✓			✓									
Windows 10 Upgrade			✓										
Fire RMS Replacement	✓		✓										
CAD to CAD	✓												
Fire MDT Replacements			✓										





Infrastructure Roadmap 2018-2020





Infrastructure Roadmap 2018-2020

